

ATTORNEY DOCKET NO. ALORCIA-2001  
Serial No.: 09/826,121

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant :	Andy Lee	Group Art Unit 2162
Appl. No. :	09/826,121	
Filed :	April 4, 2001	
For :	...CUSTOMER SERVICE AND SUPPORT MANAGEMENT	
Examiner :	Jean Cornelius	

AMENDMENT (AFTER FINAL REJECTION)

Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Official Action dated June 19, 2008,  
kindly amend the above referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

Applicant **Remarks** begin on page 20 of this paper.

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### Amendments To The Claims

This listing of claims will replace all prior versions, and listing, of claims in the application:

1. (currently amended) A method for managing customer and product information, comprising:

accessing a customer database including customer records, wherein each customer record tracks a customer;

accessing a product database including product records, wherein each product record tracks a product;

accessing inventory information;

accessing a multi-functional customer relationship management tool which enables specific access to and manipulation of the customer and product databases by at least multiple different ~~client~~-representatives, each representative having unique login information, and at least one of said representatives having different capabilities than another of said representatives respectively representing multiple different clients;

~~allowing detecting a first unique login of a first client representative;~~

granting access to a first subset of said customer and product databases based on said detecting said first unique login, said granting access allowing said first

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~~representative associated with a first client, to review and  
modify previous customer contacts, product information, and  
servicing information associated with a customer of said first  
client said first subset, but not allowing said first client  
representative to access any of customer contacts, product  
information or service associated with other clients, other than  
said first client information other than said first subset  
including not allowing said first representative to access said  
inventory information;~~

enabling the first representative to update the customer  
database only for customers associated with said first  
~~clientsubset~~, from information received from the customer to add  
or modify a specific customer record logging the customer contact  
and recording any new product or warranty purchase information,  
service request, return merchandise request, or  
complaint;

~~detecting a second unique login of a second representative;~~  
and

allowing a ~~said second client~~ representative, associated  
with a ~~second client~~, ~~access to a second subset of information to  
review previous customer contacts, product information, and  
servicing information associated with a customer of said second  
client, but not allowing said second client representative to  
access any of customer contacts, product information or service  
associated with other clients, other than said second client,~~

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~~including not allowing said second client representative to access any of customer contacts, product information or service associated with said first including said inventory information, to update inventory information in a product record regarding a product at a warehouse location client.~~

2. (Previously presented) The method of claim 1, wherein said multi-functional customer relationship management tool includes a plurality of modules, and the plurality of modules includes at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

3. (Previously presented) The method of claim 1, further comprising:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters data to update the customer database.

4. (Previously presented) The method of claim 1, further comprising:

transmitting to the at least one client representative over the Internet an input page in which the at least one client

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representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the at least one client representative over the Internet.

5. (canceled)

6. (canceled)

7. (Previously presented) The method of claim 1 further comprising:

providing problem and solution codes that are selectable by the at least one client representative; and

recording any additions or modifications in either the customer or product records using the problem and solution codes.

8. (Previously presented) The method of claim 7, wherein a contact from the customer is by an e-mail and an email module is used to respond back to the customer, wherein the e-mail module

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scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes, and e-mail templates are used to form a response to the customer.

9. (Previously presented) The method of claim 1, further comprising: interlinking with a front-end GUI to display an image of a product and information about the product over the Internet; processing a payment for a purchase of the product or an extended warranty from information stored in one of the customer records in the customer database; updating the customer and product records to account for the purchase of the product; and updating the customer record to account for the purchase of the extended warranty.

10. (canceled)

11. (Previously presented) The method of claim 1, further comprising:  
enabling access to a return merchandise management module by a repair facility representative; and  
producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

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12. (Original) The method of claim 9, further comprising:  
producing a printable sheet with information on the purchase of  
the product.

13. (Original) The method of claim 1, further comprising:  
producing a report based on information from the customer and  
product records.

14. (Previously presented) The method of claim 1, further  
comprising: interlinking a third party shipping software with the  
product database; and updating the product database from  
information received from the third party shipping software to  
add or modify a specific product record indicating shipping  
information about the product.

15. (canceled)

16. (canceled)

17. (canceled)

18. (canceled)

19. (canceled)

20. (canceled)

21. (canceled)

22. (canceled)

23 . (canceled)

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24. (canceled)

25. (canceled)

26. (canceled)

27. (canceled)

28. (canceled)

29. (currently amended) A computer readable medium containing a set of instructions for a general purpose computer having a user interface comprising a mouse and a screen display, the set of instructions comprising instructions causing at least one computer to perform:

accessing a customer database including customer records, wherein each customer record tracks a customer;

accessing a product database including product records, wherein each product record tracks a product;

accessing inventory information;

accessing a multi-functional customer relationship management tool, wherein each module enables specific access to and manipulation of the customer and product databases by multiple different ~~client~~ representatives, ~~respectively representing multiple different clients~~ each representative having unique login information, and at least one of said representatives having different capabilities than another of said representatives;



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~~allowing detecting a first unique login of a first representative;~~

~~granting access to a first subset of said customer and product databases based on said detecting said first unique login, said granting access allowing said first representative a first client representative, associated with a first client, to review previous customer contacts, product information, and servicing information associated with a of said first client, but not allowing said first-client representative to access any of customer contacts, product information or service associated with other clients, other than said first client information other than said first subset including not allowing said first representative to access said inventory information;~~

enabling the first ~~client~~ representative to update the customer database only for customers associated with said first ~~client subset~~, from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using at least one of the plurality of modules;

~~detecting a second unique login of a second representative;~~  
and

~~allowing a said second client representative, associated with a second client, to review previous customer contacts, product information, and servicing information associated with a~~

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~~customer of said second client, but not allowing said second client representative to access any of customer contacts, product information or service associated with other clients, other than said second client, including not allowing said second client representative to access any of customer contacts, product information or service associated with said first client access to a second subset of information including said inventory information, to update inventory information in a product record regarding a product at a warehouse location.~~

30. (Previously presented) The program of claim 29, wherein said multi-functional customer relationship management tool includes a plurality of modules, and the plurality of modules includes at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:  
transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters data to update the customer database.

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32. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database; receiving the input page transmitted by the at least one client representative including a request for customer record information; generating an information page including customer record information for the customer record specified in the received input page; and transmitting the information page to the at least one client representative over the Internet.

33. (canceled)

34. (canceled)

35. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:  
providing problem and solution codes that are selectable by the at least one client representative; and  
recording any additions or modifications in either the customer or product records using the problem and solution codes.

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36. (Previously presented) The program of claim 29, wherein a contact from the customer is by an e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response to the customer.

37. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: interlinking with a front-end GUI to display an image of a product and information about the product over the Internet; processing a payment for a purchase of the product or an extended warranty from the information stored in one of the customer records in the customer database; updating the customer and product records to account for the purchase of the product; and updating the customer record to account for the purchase of the extended warranty.

38. (canceled)

39. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: enabling access to a return merchandise management module by a repair facility representative; and producing a printable sheet

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with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40. (Previously presented) The program of claim 37, further capable of causing at least one computer to perform: producing a printable sheet with information on the purchase of the product.

41. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: producing a report based on information from the customer and product records.

42. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:

interlinking a third party shipping software with the product database; and

updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

43. (Currently Amended) A system for managing customer and product information comprising:

a customer database including customer records;

a product database including product records;

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an inventory database including inventory information; and  
a multi-functional customer relationship management tool including a plurality of modules controlled by a processor —said plurality of modules including at least a customer interaction module that allows interaction with a customer, a return merchandise management module that allows returning products, a warranty administration module that allows determining warranty information for a product, an inventory management module that allows determining and updating inventory, each of said modules operating based on operations of said processor;

the processor of the multi-functional customer relationship management tool configured to detect a first unique login of a first representative and to enable a first client—representative, ~~associated with a first client~~ to interact with a first subset of said customer and product databases based on said detecting said first unique login, said granting access allowing said first representative to access a customer of said first client, a return merchandise management module that allows returning products ~~associated with said first client~~, a warranty administration module that allows determining warranty information for a product associated with said first client, ~~but not~~ not an inventory management module that allows determining and updating inventory said first client, ~~but not allowing said first client representative to access any of a customer of client~~ other than said first client, or to allow returning products

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~~associated with any client other than said first client, or to determine warranty information for a product associated with any client other than said first client, or to allow determining and updating inventory of any client other than said first client,~~

the processor of said multi-functional customer relationship management tool further configured to detect a second unique logic of a second representative and to enable a second client representative associated with a second client to interact with a a second subset of information customer of said second client, a ~~return merchandise management module that allows returning products associated with said second client, a warranty administration module that allows determining warranty information for a product associated with said second client,~~ that allows access to an inventory management module that allows determining and updating inventory ~~said second client, but not allowing said second client representative to access any of a customer of clients other than said second client, or to allow returning products associated with any client other than said second client, or to determine warranty information for a product associated with any client other than said second client, or to allow determining and updating inventory of any client other than said second client, including not allowing said second client representative to access a customer of said first client, or to allow returning products associated with said first client, or to~~

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~~determine warranty information for a product associated with said first client, or to allow determining and updating inventory of said first client,~~

wherein said inventory management module also interfaces with another module, located at a different site from the first client representative, to update inventory information in a product record for said first client regarding a product at a warehouse location associated with said first client.

44. (cancelled).

45. (Previously presented) The system of claim 43, further comprising: a database interface configured to create an input page in which the at least one client representative is able to enter data to update the customer database; and an HTTP server configured to transmit the input page over the Internet to the at least one client representative.

46. (Previously presented) The system of claim 43, further comprising: a database interface configured to create an input page in which the at least one client representative is able to enter search information to request customer information from the customer database; and



an HTTP server configured to transmit the input page over the Internet to the at least one client representative, and to receive a modified input page transmitted by the at least one client representative including a request for customer record information,  
the database interface further configured to generate an information page including customer record information for the customer record specified in a received modified input page,  
the HTTP server further configured to transmit the information page to the at least one client representative over the Internet.

47. (Previously presented) The system of claim 43, wherein the multi-function customer relationship management tool is configured to provide problem and solution codes that are selectable by the at least one client representative and to record additions or modifications in one of the product records or one of the customer records using selected problem and solution codes.

48. (Previously presented) The system of claim 43, wherein the plurality of modules further includes an email module configured to enable the at least one client representative to respond to an email received from a customer, to scan the email for key words, to categorize the email for appropriate response using

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predetermined problem and solution codes, and to use an email template to generate a response to the customer.

49. (Previously presented) The system of claim 43, wherein the plurality of modules includes a credit card processing module for processing a purchase of a product or an extended warranty using information stored in a customer record.

50. (Previously presented) The system of claim 43, wherein the plurality of modules includes a return merchandise management module configured to enable a repair facility representative to access customer records in the customer database and configured to generate a bar code using a commercial bar code font to identify a returned product.

51. (Previously presented) The system of claim 43, wherein the plurality of modules includes a report module configured to enable the at least one client representative to create a report including information from the customer records and the product records.

52. (Previously presented) The system of claim 43, wherein the plurality of modules includes an inventory module integrated with third party shipping software, the inventory module configured to

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add or modify a specific product record to include shipping  
information about a product.

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#### REMARKS

Reconsideration and allowance of the above-referenced application are respectfully requested.

A number of claim changes are made herein. As amended, each of the claims are allowable over the cited prior art, as clearly established herein.

Initially, applicant apologizes for any confusion in the previous claim language.

In the "remark" on page 2, as well as the rejection under 35 USC 112, first paragraph, the rejection states that the claims are not supported by the originally filed specification. The claims are amended herewith to more distinctly define this subject matter.

According to the disclosure, the different users have a login and password, which the specification calls a unique identification; see for example specification page 6, lines 9-11. This unique identification describes which parts of the customer or product records can be accessed by the requesting party. Read and write capabilities to those records are appropriately provided based on that identification.

Page 6 lines 14-18 explained that the secure login ID or call support representative. provides access to the customer information records. Line 17 describes that this secure ID for a

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customer support representative will not provide access to the inventory module. However, other users who access the system are in fact given access to the inventory module. Specifically, based on the user's unique ID, the user is given access to some parts of the database but not to other parts of the database. Other users are given access to those other parts of the database. See also the description page 25 lines 6 through 32. The individual's login and password determine which subsets of customer, vendor and database information are accessible by that particular user.

This should obviate the rejection on this ground.

Claims 43-52 stand rejected under 35 USC 101 as allegedly being directed to non-statutory subject matter. The rejection states that this claim defines pure software. In order to obviate this interpretation, the claim 43 is amended to recite that the operations are carried out by a processor. This obviates the interpretation that this is pure software.

The claims stand rejected under based on obviousness type double patenting based on claims 45-111 of co-pending application 10/416,410. Applicant intends to file a terminal disclaimer to obviate this rejection once the conflicting claims have been patented.

Each of the claims are amended herewith to define more distinctly the subject matter intended to be claimed. According to the amended claims, there are a number of databases and a

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number of "users" who get access to those databases. A unique identification identifies the users and their access to the different databases. Different users only get access to different subset of the whole database.

Claim 1, for example, defines accessing a customer database which has customer records that track a customer. A first user is identified, and that first user gets access to certain records. A second user is also identified. That second user gets access to different records, including an inventory module. A customer management tool allows access and manipulation of customer and product databases by different representatives.

This is not disclosed or suggested by the cited prior art, and should be allowable thereover.

Each of the dependent claims should be allowable for similar reasons, and as well as on their own merits. For example, claim 2 defines a plurality of modules. The other claims should be allowable on their own merits also.

Claim 29 defines a computer readable medium which has many of the advantages discussed above, and should also be allowable for similar and analogous reasons to those discussed above.

Claim 43 has also been amended, and defines even more detail about the shared database structure which allows different users to access different parts of the database. Claim 43 defines a plurality of modules including a customer interaction module, a return merchandise management module, allowing returns, an

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administration module, and an inventory management module. The tool allows specific representatives to obtain only parts of the total database information.

This is not disclosed or suggested or otherwise made obvious by the hypothetical combination of prior art.

The following discussion of the scope and contents of the prior art demonstrates the difference between these amended claims and the previously cited prior art.

Henderson teaches a method and system for automated customer service, which relies on a customer using a pin number to access a customer database. Henderson teaches using a service card 200 to obtain time for online service. The service card can be purchased or included with the product, see Henderson's column 5 lines 30-32 and Henderson's column 9. A customer calls the access number to get service from a vendor, and is sent to a menu hierarchy. However, there is no disclosure of the shared kinds of databases which are specific to clients, as claimed. Moreover, Henderson does not disclose separate databases for customer and product that are updated as claimed, for example in claim 1. Henderson does not disclose different access granted to different users based on their user id, as claimed.

The secondary reference to Mikusak discloses a workstation that uses object oriented programing to carry out customer support functions. Many different functions are described, but there is no disclosure of the special kind of shared database

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where different client representatives receive different information, as now defined by the claims. The rejection apparently relies on the fact that Mikusak includes a plurality of modules. While this is true, the modules in Mikusak do not operate as now claimed.

Kirkpatrick is provided for the purpose of showing that a second client representative can update inventory information at a warehouse. Even assuming that Kirkpatrick shows exactly this, it does not disclose, suggest or otherwise make obvious the subject matter now claimed. The rejection states that Kirkpatrick shows different client representatives who have different access. This language is now changed in a way that obviates the interpretation. As amended, a first user has access to certain things like the ability to return modules and the like. A second user has access to things like inventory. By segregating the access in this way, different users can do different things while having the appropriate degree of access to the database. Kirkpatrick may allow the management tool to carry out certain functions, but does not allow the different types of access as now defined by claim 1 and the other analogous claims.

It is believed that all of the pending claims have been addressed in this paper. However, failure to address a specific rejection, issue or comment, does not signify agreement with or concession of that rejection, issue or comment. In addition, because the arguments made above are not intended to be



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exhaustive, there may be reasons for patentability of any or all pending claims (or other claims) that have not been expressed. Finally, nothing in this paper should be construed as an intent to concede any issue with regard to any claim, except as specifically stated in this paper, and the amendment of any claim does not necessarily signify concession of unpatentability of the claim prior to its amendment.

For all of these reasons, it is respectfully suggested that all of the claims should be in condition for allowance. A formal notice of allowance is hence respectfully requested.

If the Examiner believes that communications such as a telephone interview or email would facilitate disposal of this case, the undersigned respectfully encourages the Examiner to contact the undersigned. Recognizing that Internet communications are not secure, I hereby authorize the USPTO to communicate with me concerning any subject matter of this application by electronic mail (using the email address harris@schiplaw.com). I understand that a copy of these communications will be made of record in the application file.

Please charge any fees due in connection with this response, (other than those concurrently paid via EFS), to Deposit Account No. 50-4376.

Respectfully submitted,

Date: 10/20/08

    /Scott C Harris/                      
Scott C. Harris

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